



UNIVERSITI PUTRA MALAYSIA

**COMPETENCIES AND TRAINING NEEDS OF AGRICULTURE
EXTENSION OFFICERS IN RUBBER INDUSTRY SMALLHOLDERS'
DEVELOPMENT AUTHORITY (RISDA), DEPARTMENT OF VETERINARY
SERVICES MALAYSIA (DVS) AND DEPARTMENT OF AGRICULTURE
MALAYSIA (DOA)**

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SERVICES MALAYSIA (DVS) AND DEPARTMENT OF AGRICULTURE
MALAYSIA (DOA)**

By

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REPORT'S DECLARATION FORM

This project report entitled **“Competencies and Training Needs of Agriculture Extension Officers in Rubber Industry Smallholders' Development Authority (RISDA), Department of Veterinary Services Malaysia and Department of Agricultural Malaysia”** is prepared by Nur Aziera Binti Zulkaflee and submitted to the Faculty of Agriculture in fulfilment of the requirement of PRT 4999 for the award of the degree of Bachelor of Agriculture Science.

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ABSTRACT

Agriculture sector has contribute to the growth and major contributor to national income and export earnings. Agriculture become important because it provide many job opportunities and food supply to people. Government also play active role in helping to develop agriculture industry in Malaysia. We need agriculture extension officers to educate farmers and people about the important of agriculture sector. The competency and training needs of Agriculture Extension Officers (AEO) in Malaysia is indeed one of the important determinants of success for agriculture industry in Malaysia. The general objective of this study is to identify the competency and training need of agriculture extension officers in DOA, DVS and RISDA. The specific objective is to identify the demographic profile of AEO, identify the training needs and competency level of AEO and examine the relationship between demographic profile and competency level. The questionnaire were distributed to 150 respondents. Respondents was selected among agriculture officers, agriculture assistant officer and agriculture assistant. Data were analyze using Statistical Package for Social Science (SPSS) for the descriptive, and ANOVA. The result show that competency level of DOA, RISDA and DVS were high in level, the trained preferences of the respondent also high in level. Based on ANOVA results it show that only competency in ICT have significance difference with demographic factor (age, level of education, level of position and years of working) while competency in planning, implementing, evaluating, communication, guiding and farm management show no significance difference. It can be concluded that the extension officers in these three department are well trained in this six type of dimension. Each department should focus more on ICT training to help extension officers master all the

seven dimension of competency and extension agent should concentrate on improving where they are lacking.



ABSTRAK

Sektor pertanian telah menyumbang kepada pertumbuhan dan penyumbang utama kepada pendapatan dan pendapatan eksport negara. Pertanian penting kerana ia menyediakan banyak peluang pekerjaan dan merupakan sumber makanan kepada manusia. Kerajaan Malaysia juga memainkan peranan penting dalam membantu membangunkan sektor pertanian. Kita memerlukan pegawai pengembangan pertanian untuk mendidik petani dan masyarakat tentang kepentingan sektor pertanian. Kecekapan dan keperluan latihan Pegawai Pengembangan Pertanian (AEO) di Malaysia merupakan salah satu penentu penting bagi kejayaan industri pertanian di Malaysia. Objektif umum kajian ini adalah untuk mengenalpasti kompetensi dan keperluan latihan pegawai pengembangan pertanian di DOA, DVS dan RISDA. Objektif khusus kajian ini adalah untuk mengenalpasti profil demografi pegawai pengembangan, mengenalpasti kompetensi dan keperluan latihan pegawai pengembangan dan untuk melihat hubungan diantara demografi profil dan tahap kompetensi. Kertas soal selidik telah diagihkan kepada 150 orang responden. Responden dipilih dikalangan pegawai pertanian, penolong pegawai pertanian dan pembantu pegawai. Data telah dianalisis menggunakan Pakej Statistik untuk Sains Sosial (SPSS) bagi data deskriptif dan data ANOVA. Keputusan menunjukkan tahap kompetensi DOA, RISDA and DVS adalah di tahap tinggi, keutamaan latihan responden juga di peringkat tinggi. Berdasarkan keputusan ANOVA ia menunjukkan bahawa hanya kecekapan ICT mempunyai perbezaan kepentingan dengan faktor demografi (umur, tahap pendidikan, jawatan dan tahun bekerja) manakala kecekapan dalam merancang, melaksanakan, menilai, komunikasi, membimbing dan pengurusan ladang menunjukkan tiada perbezaan yang signifikan. Kesimpulannya,

pegawai pengembangan dalam ketiga-tiga jabatan telah menerima latihan yang cukup dalam enam jenis dimensi ini. Setiap jabatan perlu memberi tumpuan lebih kepada latihan ICT untuk membantu pegawai pengembangan menguasai kesemua tujuh dimensi kecekapan dan agen pengembangan juga perlu menumpukan perhatian kepada cara untuk mengatasi kekurangan mereka.



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LIST OF ABBREVIATIONS

AEO	Agriculture Extension Officer
ANOVA	Analysis of Variance
DOA	Department of Agriculture
DVS	Department of Veterinary Services
EA	Extension Agent
FAMA	Federal Agriculture and Marketing Authority
FELDA	Federal Land Development Authority
FELCRA	Federal Land Consolidation And Rehabilitation Authority
LPP	Lembaga Pertubuhan Peladang
MARDI	Malaysia Agriculture Research and Development Institute
MADA	Muda Agriculture Development Authority
MPOB	Malaysian Palm Oil Board
RISDA	Rubber Industry Smallholder Development Authority
SD	Standard Deviation

CHAPTER 1

INTRODUCTION

1.0 Introduction

This chapter is a discussion about the introduction of study. It cover the history and background, definition of competency, problem statement, the objective of study, significant of study, and the thesis organization. In Malaysia, agriculture sector can be classified to food and industrial crop commodities. Food commodities include paddy, vegetables, fruit, livestock and fisheries. While the industrial crop are oil palm, rubber, cocoa and forestry. Agriculture sector has contribute to the growth and major contributor to national income and export earnings. Before independence, only a limited number of people involved in agriculture sector. Most of them are people who involved in traditional rice cultivation and people who grew a variety of crops on small plots for their own consumption. As the years past, agriculture become important because it provide many job opportunities and food supply to people.

There are many agriculture agencies in Malaysia, these agencies play an important role in developing agriculture sector. Some of the agriculture agencies are MADA, MARDI, FELDA, FELCRA, FAMA and MPOB. One of these agencies role is to create or introduce a new technology or crop variety to farmers in order to help them increase their farm production. Other than that, these agencies are responsible to help agriculture entrepreneurs in financial problem and give support to a new agriculture entrepreneurs to develop their own business. Agencies like

FELDA, FELCRA and RIDSA help reducing poverty by giving farmers a new land for them to work on industrial crop like rubber and oil palm. Role of agriculture agencies also is doing research on scientific, technical and social aspect of production, utilization and processing of all crops, livestock, food and mixed farming. They also doing research on generating innovative technology for the development of agriculture and food industry.

1.1 Rubber Industry Smallholders' Development Authority (RISDA)

1.1.1 History and Background

RISDA is a federal government agency under the Ministry of rural and regional development (KKLW) and was established on 1 January 1973 under the powers passed by Parliament:

- 1) The Act the authorities the rubber industry smallholders development was RISDA Act 85 1972
- 2) The rubber industry Fund Ordinance (Replanting) 1952.
- 3) In accordance with the CIRCULAR, it is clear that the Government looked at the weight on the role carried out by the smallholder sector as an important production sector in the national economy.

1.1.2 Main Objective, Vision, Mission and Function

The objective formation of RISDA is to make sure smallholder earn at least RM 2,500 per month by the end of 2015 per family. Mission of RISDA is developing smallholder community a progressive and prosperous through plantation activities

and commercial. While RISDA's vision is to become a leading agency smallholder development.

Function of RISDA is:

- 1) Administration of the Rubber Industry (Replanting) Fund established under section 3 of the Ordinance of the Rubber Industry (Replanting) 1952.
- 2) To successfully manage and operate plans approved under the provisions of Part III of the Ordinance of the Rubber Industry (Replanting) 1952.
- 3) Planning and implementing reforms, research in the smallholder sector.

1.2 Department of Veterinary Services Malaysia

1.2.1 History and Background

The veterinary department existed at the early year of 1888 in Penang with the assignment of a qualified veterinarian at the Health Department. At that time, the main duty of the veterinarian was to examine imported animals especially from Thailand and Kedah. To protect Penang from diseases carried by the imported animals, a quarantine centre was built in 1896 which became the first quarantine in Malaysia. The veterinary services expanded to the other states with the formation of the Veterinary Branch in the Health Department with the assignment of Veterinary Doctors and Veterinary Examiners. At that time, the main duty of the assigned veterinary officers was to control animal disease epidemics.

In 1930, the Veterinary Service was separated from the Health Department. This separation became the basis of the formation of the Department of Veterinary

Services. After independence, in 16 November 1957 the role and function of the department was expanded to meet the aspirations of the people of an independent state as enshrined in the Constitution of Malaysia. The Department of Veterinary Services is a Federal Government agency under the Ministry of Agriculture Malaysia, whilst the State Department of Veterinary Services is administered under the authority of the State Government. As an organisation responsible for animal welfare and the livestock industry of the nation, the expansion of the scope of responsibilities as well as the role of the department to fulfil the global aspirations has brought about the re-branding of the Department of Veterinary Services Malaysia. The name of the department was changed from “Jabatan Perkhidmatan Haiwan” to “Jabatan Perkhidmatan Veterinar” (DVS).

1.2.2 Main Objective, Vision, Mission and Function

The main objective for Department of Veterinary Services firstly is to strengthen and maintain animal health status conducive to the animal industry. Then to guarantee public health through the control of zoonotic diseases and nutritious food production from animal based product. Next is to encourage sustainable livestock production and value added industry and also to promote animal welfare practices in all aspect of rearing and production system.

This department vision is a competent veterinary authority serving the animal industry for the sake of human welfare. While the mission for this department is to provide quality veterinary services as an assurance for public health and sustainable livestock industry for the sake of human welfare

Some of the function of DVS is to control, prevent and eradicate animal and zoonotic diseases, to control import and export of livestock and animal produce and quarantine services, to give training for the livestock and domestic animal industries, do a research on animal diseases and animal genetic resources. Lastly is to control the welfare of animal's welfare and conservation of animal's genetic materials.

1.3 Department of Agriculture Malaysia

1.3.1 History and Background

The Department of Agriculture was established in 1905. The main function of the Department of Agriculture at that particular time was to implement the agricultural policies outlined by the Government. Under the guidance of the Department of Agriculture, several Enactments have been approved to induce the development and conservation of land rights. This includes matters related to (1) Abolishment of contract labour, (2) Specific allocation of land to *bumiputra*, (3) Curbing the entrance of deadly pathogens, and (4) Conferment of at least 10 acres of land to core farmers for agricultural purposes.

In the initial stage, the Department of Agriculture's effort focused solely on crops research and provision of technical expertise to famers, and business expansion services to small scale farmers. Although the Department of Agriculture is responsible to ensure the progress of all potential crops, it is also responsible to conduct yet another critical function which is to develop the rubber industry. After our country's independence in 1957, the Department of Agriculture has immensely

grown and strengthened. It was fully involved in the in the field of research, provision of marketing and development services and the expansion of farmers association. However, with the establishment of FAMA (1965), MARDI (1970), LPP (1973), the Department of Agriculture has been restructured and now mainly focuses on providing development services especially to farmers.

1.3.2 Main Objective, Vision, Mission and Function

The main objective of Department of Agriculture is to provide consultation services, technical support and professional advice in various agriculture field especially in the field of food crop and downstream industry in order to ensure sufficient food production for the country's needs. Next, to provide guidance and nurturing of progressive agriculture entrepreneurs in order to increase farming productivity and eventually increase the country's agriculture produce. Then, to develop trained and skilled workforce in order to carter to the needs of the agriculture industry. Lastly, to determine the production of crops that are safe for consumption and control environment pollution.

Department of Agriculture's vision is towards the creation of a competitive agriculture industry producing quality products which are safe and environmental friendly, and export-oriented. This department mission is to provide quality and efficient services to agricultural entrepreneurs through the application of advance technologies and agricultural regulatory services to boost production capability and ensure the safety of the country's agriculture sector.

The function of this department is to evaluate, modify and generate a technology package that obtained from agencies/research bodies according to environment and requirement and to spread these technologies to agriculture entrepreneurs. Second is to provide consultation services and technical support to entrepreneurs, private organization and agriculture development agencies. Third, to organize training at agriculture Institute/Training Centre to achieve the requirement for skilled workforce within the agriculture sector. Forth is to observed the quality of the agriculture resources/ seedlings and lastly is to implement the enforced of Pesticide Act 1974 to make sure that pesticide which are imported, distributed and sold in our country are qualify and will not cause any harm to consumers, livestock, food crops and environment.

1.4 Competency

Competency is a combination of observable and measurable knowledge, skills, abilities and personal attributes that contribute to enhanced employee performance and ultimately result in organizational success. Competency also can be interpret as a capacity to transfer skills and abilities from one area to another. Competency is needed to help workers perform well in their job. A worker with a competency must be significant better than a worker without it. Thus, competency can be refer as a behaviour, differentiating success from merely doing the job.

1.5 Training Needs

A training need can be define as a shortage of skills or abilities, which can be reduced or eliminated by means of training and development. Lack of training needs can prevent employees in the fulfilment of their job responsibilities and an organisation from achieving its objectives. They may be caused by a lack of skills, knowledge or understanding, or arise from a change in the workplace.

1.6 Statement of Problem

Competency and training needs are the most important element that agriculture extension officers need to help them perform well as an extension agent. Some of the reason why the competency level of extension officers drop and they need training because of low of confident, lack in communication skills, lack in technical skill, lack in extension information or knowledge and change in workplace.

Low of confident can happened to extension officers when they think that they are not good enough or they feel like there is someone that is better than them in their workplace. Age factor also can be one of the reason why extension officers become low in confident.

Some of extension officers may lack in extension information or knowledge. This occurred due to lack of reading, have no interest on gaining new information and only depends on the knowledge that they had during studies.

Other problem is lack in technical skill, where it always happened to young extension officers. They only have a few years of working experienced and the skill that they have are not enough in helping them in extension field.

Change in workplace also one of the problem that extension officers faced. This is caused by promotion and they have to change their workplace. Their field of work also change. And their experienced and knowledge cannot be used fully in extension field.

1.7 Study Objective

1.7.1 General Objective

The purpose of this study was to identify the competencies of agriculture extension officers at Department of Agriculture (DOA), Rubber Industry Smallholder's Development Authorities (RISDA) and Department of Veterinary Services (DVS).

1.7.2 Specific Objective

The specific objective of this study are:

- 1) To identify the respondent demographic profile.
- 2) To identify the competency level and its importance of extension agent in DOA, RISDA and DVS.
- 3) To identify the training preferences of extension agent in DOA, RISDA and DVS.
- 4) To examine the relationship between demographic factor and competency level of extension agent.

1.8 Significant of Study

The main objective of this study is not only to know the competency level and training needs of the extension agent, but it also conducted to give benefits to the farmers, extension agent and agriculture organization who involve in this study. Through this study, extension agent can get to improve their training need and competency level. To the agriculture agency they can plan more extension program to help farmers and extension agent. Then to the farmers, they can fully use all the knowledge that they get from the extension agent.

1.9 Thesis Organization

This section is about how this thesis is organized. It consist 5 chapter. Chapter 1 is about the introduction of the study. It will briefly explain about objective of the study, significant of the study, problem statement, competency, training needs and the introduction about the department that involve in this study. In chapter 2, it provide the literature review that related to this study. While chapter 3 is covered about the methodology of this study. It included the respondent selection, source of information, questionnaire design and the data analysis technique used in this study. Chapter 4 discussed about the result of the study. Chapter 5 is about the conclusion and recommendation. It has the summary and conclusion of the whole study, recommendation and research limitation.

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